

Managing Performance

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Overview

DESCRIPTION

One of the most difficult and time-consuming portions of performance management is designing the performance expectations. It can also be the most rewarding part of the cycle. This communication process between the manager or supervisor and the employee can set a positive tone for the entire performance management process.

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|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| The Assignment | This class will cover the elements of performance: signals, performer, response, consequences and feedback. |
| The Challenge | The challenge of setting expectations includes employee involvement, measuring performance, quantitative measures and qualitative measures. |
| The Problem | Reliability and validity will be part of the performance management discussion. |
| The Choices | Participants will select topics dealing with issues about performance systems and includes setting performance-based expectations. |



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CE Credits

The Managing Performance is available for the following types of credits:

POST (Peace Officer Standards and Training)

Notify the instructor at the time of the class to sign a separate roster.

OPI (Office of Public Instruction) Renewal Units

Contact the Professional Development Center before the beginning of the class at pdc01@mt.gov to get the paperwork going.

Other Continuing Education

The Professional Development Center can provide certification to submit to your association.



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"A better understanding of the performance system, and what elements are correct in giving a fair appraisal."

"I gained the tools needed to make my department more efficient and less stressful."

"A very well designed and implemented course."

"This was so applicable to my job – I know where our current system is weak and how it can be improved."

"Development of measurements and ability to quantify/qualify measurements was valuable."

